

Tasking Memorandum No. 99-255

Memorandum For: DCMC Districts, DCMC CAOs, Software Center

Subject: Software Performance Maturity Model Training and CAO Baseline Reviews

Date: August 6, 1999

Suspense Dates: 3 September 1999 - Training Class Registration

28 April 2000 - Command-wide Evaluation Result Reporting

Target Audience: All DCMC CAOs engaged in Software Contract Administration Services (CAS)

Requirement(s):

- At the April 15, 1999 Special Management Review, we unveiled a strategy for Software CAS to the District Commanders (<http://www.dcmc.hq.dla.mil/hot/mmr/mmr.htm>). At the May Commander's Conference, this strategy was presented to the CAO Commanders (<http://www.dcmc.hq.dla.mil/conference/may/briefings.htm>). This strategy is being incorporated into the FYOO Business Plan. The strategy has two goals. The first goal is to enhance Program Office visibility. The second goal is to provide Continuous Software CAS process improvement. One of the strategies for accomplishing the second goal is to establish a consistent and repeatable CAS approach.
- To bring these goals to fruition, we have been developing a Software Performance Maturity Model. The purpose of this effort was to provide a roadmap for continuous improvement in Software CAS performance. The model was developed with field expertise and pilot tested at the following CAOs with positive feedback. The model is available on the software center Home-page at ([http://www.dcmc.hq.dla.mil/dcmc\\_o/ob/swctr/index.htm](http://www.dcmc.hq.dla.mil/dcmc_o/ob/swctr/index.htm) ).
  - DCMC Lockheed Martin Sunnyvale, CA
  - DCMC Lockheed Martin Owego, NY
  - DCMC Sikorsky Aircraft Stratford, CT
  - DCMC Baltimore, MD
  - DCMC Boeing Philadelphia, PA
  - DCMC Boeing Seattle, WA
- Each CAO engaged in Software CAS will be baselined using the model by a team consisting of three individuals: a trained CAO Software Professional, Software Center or qualified Team Leader, and an individual experienced in the model and the evaluation process. Other interested Software Professionals and Senior Functional Advisors are encouraged to contact the Software Center POC. Each CAO Commander will be contacted by the assigned Team Leader to coordinate evaluation logistics.
- CAOs will be baselined by the end of March 2000 and Command-wide results will be posted on the Software Center Home-Page by April **28, 2000**. Baseline results will be provided by the visiting team to each CAO Commander prior to departing. Baseline results will:
  - Give Commanders and other CAO Management a baseline, and roadmap to improve Software CAS performance.
  - Allow the Software Center to identify potential Software CAS “noteworthy practices” or areas to focus assistance for performance improvement.
  - Identify potential needs for adjustments to Command training, policy, or guidance
- A corporate DCMC action plan to address baseline results will be determined after analysis of the data.
- To assist in the baseline, the Software Center will provide model and process training to each CAO engaged in Software CAS. Each CAO identified shall provide the name of their representative for training by September 3, 1999 to the Software Professional Development Program (SPDP) Lead Agent. be provided by the SPDP as coordinated by the CAO Training Coordinator to the DCMC SPDP Lead Agent, Ms. Kathy Butera, (617)753-3614 or DSN 955-3614. The SPDP Lead Agent will issue authorizations for Fund Citations.
- Attached is a listing of those CAOs to participate in the training, and who have been identified to have baselines performed (Attachment 1). The SPDP Lead Agent will provide locations for the training to the CAO Training Coordinator upon registration for the training.

- The DCMC Software Performance Maturity Model will establish the future guidance provided for the performance of Internal Operation Assessments.
- Your assistance, especially your feedback, during the implementation of this initiative is critical.
- Time spent supporting this Tasking shall be charged to PLAS:

Process Code: 07 1

Point of Contact for Further Information:

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**Signature:**

JILL E. PETTIBONE

Executive Director

Contract Management Operations

Attachment 1

**CAO Software Performance Evaluation - Maturity Model Training Allocations**

**East Coast Offering**  
**September 14- 16, 1999**

**West Coast Offering**  
**September 28 - 30, 1999**

DCMDE		DCMDW	
Philadelphia	1	Santa Ana	1
Boston	1	Dallas	1
Long Island	1	Chicago	1
Indianapolis	1	Denver	1
Detroit	1	San Antonio	1
Syracuse	1	San Francisco	1
Hartford	1	Wichita	1
Springfield	1	Phoenix	1
Dayton	1	San Diego	1
Cleveland	1	Twin Cities	1
Atlanta	1	Van Nuys	1
Clearwater	1	Boeing Seattle	1
Birmingham	1	Lockheed Martin Astronautics Denver	1
Orlando	1	Boeing St. Louis	1
Baltimore	1	Boeing Canoga Park	1
DCMC APMO (Ft. Walton)	1	Lockheed Martin Missiles and Space - Sunnyvale	1
Sikorsky	1	Bell Helicopter Textron Ft Wrth	1
Lockheed Martin Federal Systems Owego	1	Boeing Long Beach	1
Boeing Philadelphia	1	Raytheon Hughes LA	1
Northrop Grumman Bethpage	1	Raytheon TI Systems	1
Lockheed Martin Sanders	1	Lockheed Martin Ft Worth	1
General Dynamic Defense Systems (Pittsfield)	1	Boeing Huntington Beach	1
Raytheon	1	Raytheon Tucson	1
Lockheed Martin Delaware Valley	1		
Northrop Grumman Baltimore	1	DCMDI	
Lockheed Martin Marietta	1	DCMDI Representative	1
Northrop Grumman Melbourne	1		
Lockheed Martin Orlando	1		
Pratt & Whitney West Palm Beach	1		